



# KHALEEMAH WHYTE

Computing Undergraduate

Contact

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Kingston, Jamaica

## OVERVIEW

A flexible and fast-learning professional with several years of experience across client relations, tech support, marketing, and sales. Known for adapting quickly, communicating effectively, and delivering quality results in dynamic environments. Currently pursuing a BSc in Computing (Major: Information Technology), further strengthening my technical knowledge and expanding my skill set. I bring a strong balance of people skills and technical ability, with a proven track record of supporting customers, troubleshooting issues, and contributing to business growth.

## EXPERIENCE

### Balloons 4You Jamaica: Social Media Marketer and Sales Associate (February 2025–Current)

- ❖ Manage the company's social media page, daily story posts, and weekly page posts
- ❖ Communicate effectively with customers both in person and online
- ❖ Create flyers, posters, and other creative pieces
- ❖ Maintain an updated spreadsheet log of clients and potential clients
- ❖ Upsell products and services where possible

### Rampart Marketing: Telemarketing Sales Agent (June 2023–August 2024)

- ❖ Make outbound calls to individuals and companies
- ❖ Offer services to suit personal/company interests
- ❖ Rebut where necessary to secure a sale
- ❖ Function effectively in a fast-paced environment

### Sutherland Global: Tech Support, Sales, and Customer Service(December 2021–July 2022)

- ❖ Handle large number of incoming and outbound calls
- ❖ Resolve technical problems remotely(troubleshooting, hardware malfunction,etc)
- ❖ Move smoothly and swiftly between multiple databases and multiple monitors
- ❖ Educate customers on different offers and promotions available, leading them to make a service upgrade

### Repair Universe/Fixez: Customer Service/Tech Support (January 2020 – October 2021)

- ❖ Provide long hours of customer service/tech support
- ❖ Provide efficient technical support remotely(hardware malfunction and troubleshooting)

## EDUCATION

### University of Technology, Jamaica (2024–2028)

*Bachelor of Science in Computing*

### Wolmer's Trust High School For Girls(2015–2020)

Nine CSEC level subjects including English A and Mathematics.

## SKILLS

- ❖ Highly computer-literate
- ❖ Social media savvy
- ❖ Strong customer service skills
- ❖ Creative and visually thoughtful
- ❖ Eloquent communicator (verbal & written)
- ❖ Excellent time management
- ❖ Fast learner with the ability to adapt quickly
- ❖ Flexible and reliable
- ❖ Works well with teams and children

## CERTIFICATE

**CSEC Certification in Business Studies** (Grade 1 in Principles of Accounting, Principles of Business, Information Technology, Electronic Document Preparation, English A)

